

MAP

MAP OF PERSONAL AND SOCIAL COMPETENCES FOR THE ADMINISTRATIVE AND BUSINESS SECTORS

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MAP OF PERSONAL AND SOCIAL COMPETENCES

The map of personal and social competences is a tool that is used to define and present interpersonal and social skills of a given person or group of people. This map usually contains a list of key skills, characteristics and behaviors that are important for effective work and interaction in professional and social environments.

The map of personal and social competences allows us to identify strengths and weaknesses in the field of interpersonal and social skills, and also indicates areas in which we should develop our skills. It is worth emphasizing that the map of personal and social competences is a dynamic tool that can change along with the personal and professional development of a given person, as well as depending on the requirements and challenges posed by the work and social environment.

SELF-REFLECTION AS THE KEY TO PERSONAL DEVELOPMENT

Self-reflection can be crucial for verifying and developing one's competences. It consists in self-assessing one's behavior, thoughts and emotions in a given context or situation in which we were involved. Through self-reflection, we can understand our strengths, weaknesses, and areas where we can improve. By reflectively considering our actions and their consequences, we can better understand what works and what doesn't, and identify what steps we need to take



to improve our competence. Self-reflection prompts us to break away from some obvious ideas and question rigid ideas. It reminds us that we are humans with the ability to be independent in making decisions and creating our reality. Few dimensions of personal development are conducive to such an intimate and complete connection with the inner self. Self-reflection helps us ask ourselves what we really want from life and what gives us a sense of work-life balance. Self-reflection can be especially useful in situations where we want to develop our leadership, communication or interpersonal skills.



One way to engage in self-reflection is to keep a journal or notes about our actions and reactions on regular basis. We can also ask others for feedback and advice on our activities, which can help us see our activities from a different perspective and get valuable tips on developing our competences.

Another method is the Meta Plan method, which is one of the competency analysis and assessment methods that can be used to explore and understand our skills and strengths. This method allows to analyze information about our own competencies and their importance in various contexts, which allows us to define priorities and take action to develop and improve competencies.

The Meta Plan method uses various techniques, such as mind mapping, lists of pros and cons, brainstorming or SWOT analysis to gather information about our competencies and their impact on achieving goals. Then, based on the collected information, we can select and classify important elements and set priorities.

The Meta Plan method is useful in self-reflection because it allows us to explore our own strengths and weaknesses, as well as develop an action plan to improve our competences. Thanks to this, we can take the appropriate steps to develop and improve our skills, which will contribute to the development of our professional career and the achievement of our personal goals.



The metaplan method is a technique that allows for the systematic collection, processing and presentation of information on a given issue. It consists of several stages, including:

- **Preparation:** before starting work, it is necessary to define the goals, scope and principles on which the work will be based.
- **Generating ideas:** participants create ideas related to the topic of the research on pieces of paper, each idea is written on a different piece of paper.
- **Categorization:** Ideas are grouped together into common categories and labeled.

- **Analysis:** participants discuss the groups and ideas they found, looking for a way to organize and prioritize them.
- **Conclusions:** based on the analysis, a list of conclusions and actions is created to help solve the problem.

In the case of competency analysis, the metaplan method can help to define and organize the categories in which the various competencies fall, and to determine their importance and priorities.



During the expert workshops of the "Transversal skills in time of COVID" project, a key set of competences was developed that were considered important for employees of the administration and economic sector after the COVID-19 pandemic:

- **ABILITY TO WORK REMOTELY** - ability to work effectively and productively in a remote working environment, including knowledge of cloud working tools, project management software and virtual communication.

Ability to work remotely includes:

- Knowledge of tools for working in the cloud (e.g. Google Drive, Dropbox)
- Knowledge of project management programs (e.g. Trello, Asana)
- Knowledge of virtual communication programs (e.g. Zoom, Slack)



- **MANAGEMENT OF CHANGE** - the ability to quickly and efficiently adapt to changing situations and conditions, including the ability to anticipate and respond to changes in the economy and markets.

Change management includes:

- Ability to adapt to new situations and conditions
- Ability to anticipate changes in the economy and markets
- Ability to react quickly and effectively to changes

- **ANALYTICAL SKILLS** - the ability to collect, analyze and interpret data, including the ability to use analytical tools and techniques, such as data analysis, business modeling and statistics.

Analytical skills include:

- Ability to collect and analyze data
- Knowledge of analytical tools and techniques (e.g. data analysis, business modeling, statistics)
- Ability to interpret analysis results and draw conclusions

- **COMMUNICATION AND COOPERATION** - the ability to communicate effectively with various internal and external stakeholders and to build positive business relationships.

Communication and cooperation include:

- Effective communication with various internal and external stakeholders
- Building positive business relationships
- Ability to cooperate and work in a team

- **PLANNING AND ORGANIZATION** - the ability to effectively plan, organize and manage time and projects, including the ability to prioritize and make decisions.

Planning and organization include:

- Efficient planning and organization of time and projects
- Ability to prioritize and make decisions
- Ability to manage multiple tasks at once

Spiritual

Emotional

Mental

Social

Physical

- **KNOWLEDGE OF LAWS AND REGULATIONS** - knowledge and understanding of laws and regulations related to the administrative and economic industry, including tax and accounting regulations.

Knowledge of laws and regulations includes:

- Knowledge and understanding of laws and regulations related to the administrative and economic industry
- Knowledge of tax and accounting regulations
- Ability to apply laws and regulations in practice

- **CREATIVITY AND INNOVATION** - the ability to think creatively and generate innovative business solutions, including the ability to identify new opportunities and use them in practice.

Creativity and innovation include:

- Ability to think creatively
- Generating innovative business solutions
- Identifying new opportunities and using them in practice

- **LEARNING ABILITY** - the ability to learn new skills and knowledge quickly and effectively, including the ability to self-improve and professional development.

The ability to learn includes at least:

- Quick and effective learning of new skills and knowledge
- Self-improvement and professional development
- Ability to adapt to changing professional and industry requirements.

In addition, as a result of their work, experts have added a few more important competencies on today's labor market and in correlation with the requirements faced by employees.

These are:

- Dealing with stressful situations
- Ability to work in a multicultural environment
- Management of distributed teams
- Realization of professional and personal goals

MANAGING STRESS SITUATIONS is very important in many professions, especially those that require quick decision making or working under time pressure. The ability to cope with stress allows for effective management of emotions, controlling the situation and making rational decisions in difficult situations.

SKILLS TO WORK IN MULTICULTURAL ENVIRONMENTS are also important nowadays, when many companies have a complex cultural structure and employ people from different countries and cultures. The ability to communicate and collaborate with employees from different cultures can bring benefits in the form of a better understanding of customers, business partners and colleagues.

MANAGING DISTRIBUTED TEAMS is another important skill in the era of remote and distributed work. The ability to manage a team that operates in different locations productively requires the ability to communicate, coordinate and motivate employees effectively.

REALIZATION OF PROFESSIONAL AND PERSONAL GOALS is crucial to success in many positions. Employees who are able to define their goals and achieve them effectively have better results and are more effective at their work.



In conclusion, all these competencies are relevant for employees today and can bring benefits both to employees and their employers.

MAP OF COMPETENCES

FINALLY, THE MAP OF PERSONAL AND SOCIAL COMPETENCES FOR THE ADMINISTRATIVE AND ECONOMIC INDUSTRY FOR THE NEEDS OF THE PROJECT "TRANSVERSAL SKILLS IN TIME OF COVID" CONSISTS OF THE FOLLOWING COMPETENCES:





ABILITY TO WORK REMOTELY:

Knowledge: Knowledge of cloud tools, project management and virtual communication.

Skills: Ability to work effectively and productively in remote working conditions, including time management and remote project management.

Attitude: work discipline, self-discipline and self-control.

MANAGEMENT OF CHANGE:

Knowledge: knowledge of trends and changes taking place in the industry and in the business environment.

Skills: the ability to adapt quickly and efficiently to changing situations and conditions, including the ability to anticipate and respond to changes in the economy and markets.

Attitude: flexibility, openness to change and readiness to make decisions.

ANALYTICAL SKILLS:

Knowledge: Knowledge of analytical tools and techniques such as data analysis, business modeling and statistics.

Skills: the ability to collect, analyze and interpret data, including the ability to use analytical tools and techniques.

Attitude: analytical thinking, precision and accuracy.

COMMUNICATION AND COOPERATION:

Knowledge: knowledge of different ways of communication and the ability to adapt one's style to the needs and expectations of the interlocutor.

Skills: Ability to communicate effectively with various internal and external stakeholders and to build positive business relationships.

Attitude: empathy, listening and willingness to cooperate.

PLANNING AND ORGANIZING:

Knowledge: knowledge of work planning and organization methods as well as project management tools.

Skills: the ability to effectively plan, organize and manage time and projects, including the ability to prioritize and make decisions.

Attitude: work discipline, meticulousness and punctuality.

KNOWLEDGE OF LAWS AND REGULATIONS:

Knowledge: knowledge and understanding of laws and regulations related to the administrative and economic industry, including tax and accounting regulations.

Skills: the ability to apply laws and regulations in business practice.

Attitude: attention to compliance



DEALING WITH STRESS SITUATIONS:

Knowledge: of ways to deal with stress, such as meditation, breathing exercises, and relaxation techniques

Ability: to manage emotions and control reactions in difficult situations. Creating realistic plans and goals that help minimize stress

Attitude: keeping calm and composure in difficult situations, coping with time pressure and requirements effectively, flexibility and adaptability to changing situations, ability to solve problems and make decisions in stressful situations, mental resilience and the ability to quickly return to emotional balance.

Competence

SKILLS TO WORK IN A MULTICULTURAL ENVIRONMENT:

Knowledge: of different cultures, customs and values to avoid misunderstandings and conflicts

Ability: to be open to differences and accept other perspectives

Attitude: openness and tolerance towards cultural differences, understanding cultural differences in approach to work and decision-making, curiosity and willingness to learn about other cultures and traditions

MANAGEMENT OF DISTRIBUTED TEAMS:

Knowledge: of project management tools, virtual communication and remote work

Ability: to communicate and coordinate the activities of a virtual team effectively

Attitude: effective remote communication and coordination of the team, motivating and inspiring the team to work remotely, building trust and positive relationships with team members, adapting your work style to the needs and preferences of team members

REALIZATION OF PROFESSIONAL AND PERSONAL GOALS:

Knowledge: of methods for creating SMART goals and effective action planning

Ability: to set priorities and make decisions that help achieve goals

Attitude: motivation and perseverance in pursuing goals, planning and organizing one's work in order to achieve goals, effectiveness in taking action and making decisions